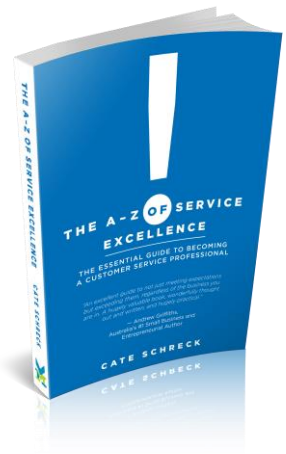
ESS Boot Camp



#1 Most Requested PD for ESS

Duration 6 hours – Includes breaks
Maximum 25 attendees*

Content Overview

ESS Boot Camp is a 1-day event delivered by Just For Schools Founder and Service Excellence Coach - Cate Schreck. Boot Camp came about because Business Managers wanted a Full Day PD that brings their whole ESS team together to reflect on and refresh their 'people skills' and to reward them for their dedication to the School.

ESS Boot Camp is fun but not silly, relaxed but not boring and packed with the essential skills and knowledge ESS need to work together in harmony and provide constantly excellent service to the customers of your School.

*To reduce anxiety we highly recommend advising attendees that ESS Boot Camp involves no heavy lifting and **NO ROLE PLAYS***

- **ESS & School Goals** Review of Goals and how ESS are key to School success
- **Defining ESS Customers** Who they are, what they want and what they need
- **ESS Skill Refresher** The 2 skills all ESS need and why 1 matters more to customers
- **EQ Works** A deep dive into emotional intelligence and why it's important to 'show it off'
- **Communication 101** The power of verbal & no-verbal communication
- **Action Time** Attendees will work together to identify practical and measurable actions for implementation each Term to maintain service excellence & team harmony.

Inclusions

- **Hard Copy of Cate's book** '***The A-Z of Service Excellence***' for all attendees

Outcomes

- **Clarity** Attendees are clear why all ESS require service excellence skills and attitudes
- **Confidence** To take control of their professional development as key concepts from Boot Camp empower attendees to embrace learning for life.
- **Action** Goal aligned actions for immediate implementation

Our Requirements

✓ **Copies of School Goals -** Values, Mission, and/or Vision Statements
✓ **Venue** with resources for a PowerPoint presentation
✓ **Refreshments** are at your discretion and cost

COST $3,950 + gst

If you have more than 25 attendees, please contact us for a tailored quote.

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